

London Drugs  
1431 Continental St  
Vancouver, BC V6Z 0G3

July 20<sup>th</sup>, 2020

Zainab Rauf Tramboo, Teaching Assistant  
Brainbridge Asian Learning Centre  
2295 E 61st Ave  
Vancouver, BC V5P 2K5

Dear Ms. Zainab Rauf Tramboo,

Thank you for reaching out to us regarding the issue of the delay and missing deliveries. The coronavirus pandemic has surely resulted in dire working conditions for all of us. However, it is imperative that we correct all issues at hand, especially for a loyal customer who relies on our services for delivering essential products.

Having looked into the issue, I have figured out what went wrong with the deliveries. Because of continuous fluctuations in the supply and demand of products essential during the pandemic, our suppliers located abroad underestimated this month's demand. When our suppliers were informed about the shortage of supply the current travel restrictions made it impossible for them to deliver the products on time. Our store has also hired new staff, due to the shortage of employees willing to work during the pandemic, who re-stocked the store without keeping in mind our fixed delivery contract with you. We apologize for any inconvenience this may have caused.

As an attempt to make up for our mistake, we would like to offer you a 20% discount on our invoice for August should you choose to continue with us. Moreover, we assure prompt delivery of the missing number of sanitizers and masks by 9 am tomorrow. We shall contact you directly through your phone number to notify you about our delivery.

We truly appreciate your loyalty, patience, and understanding as we attempt to resolve this issue. Should you require delivery of any other essential products, please do not hesitate to contact us. Thank you for maintaining faith in our relationship.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sam Lambert', with a stylized flourish at the end.

Sam Lambert

Manager of Customer Service

